Commonly asked Questions and Answers

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I have questions about the “Stay Home, Stay Safe” executive order that went into effect on March 24 at 12:01am. Where can I find the latest information?

I need non healthcare related needs resources, like food, diapers or clothing. What community resources are available?

I have healthcare concerns, but am not sure who to contact. Who can I call?

I am experiencing mental stress and don’t have someone to talk to, what resources are available?

I’m a Veteran who has healthcare and/or benefit related concerns, but am not sure who to contact. Who can I call?

I can’t afford food or healthcare and need financial assistance. What resources are available?

How can I apply for unemployment?

I’m looking for low cost or free food meals. What options are available?

I need to go to the grocery store, but I’m worried about exposure due to being high risk. What should I do?

I’m having trouble paying my bills because my income has been affected. What can I do?

I have questions about the virus COVID-19. Where can I find accurate information?

I have healthcare concerns, but am not sure who to contact. Who can I call?

I can’t afford food or healthcare and need financial assistance. What resources are available?

To combat the spread of COVID-19 in Michigan, Governor Whitmer signed the “Stay Home, Stay Safe” executive order. For at least the next three weeks, all Michigan businesses and operations must temporarily suspend in-person operations that are not necessary to sustain or protect life. For those who have questions about the state’s actions to mitigate the spread of coronavirus, please call the COVID-19 Hotline at 1-888-535-6136 between 8am- 5pm daily or visit https://www.michigan.gov/coronavirus for a summary of the executive order.
I have questions about the virus COVID-19. Where can I find accurate information?

Muskegon County Health Department - Call 231-724-6246 or email PublicHealth.COVID-19@co.muskegon.mi.us if you have questions regarding COVID-19. You can also visit https://www.co.muskegon.mi.us/1611/Coronavirus for on demand updates specific to Muskegon County.

Center for Disease Control - Call 800-232-4636 or visit https://www.cdc.gov/coronavirus/2019-ncov for the most trusted, up-to-date information regarding the virus.

State of Michigan - Visit https://www.michigan.gov/coronavirus for local updates on restrictions and instructions from the state government, and subscribe to e-newsletter updates at the bottom of the webpage.

I need non healthcare related needs resources, like food, diapers or clothing. What community resources are available?

Call 2-1-1 or visit https://www.mi211.org/ for information about resources closest to where you live. 24 hours a day 7 days a week, including non-healthcare related needs.

I have healthcare concerns, but am not sure who to contact. Who can I call?

If you have severe or life-threatening symptoms, please call 911. If you are experiencing symptoms and are unsure if you are experiencing COVID-19 symptoms, review the CDC poster.

Spectrum Health - Spectrum is offering free virtual COVID-19 screenings 24/7 to people in the state of Michigan who are experiencing symptoms, call 833-559-0659 or visit https://www.spectrumhealth.org/covid19

Mercy Health - Mercy Health is offering virtual COVID-19 screenings 24/7 to patients who are experiencing symptoms through its MyChart Portal, call 833-247-1258 or visit https://www.mercyhealth.com/health-and-wellness/coronavirus

NOTE: most healthcare facilities are not taking appointments. Call if previously scheduled appointment

I am experiencing mental stress and don’t have someone to talk to, what resources are available?

Substance Abuse and Mental Health Services Administration (SAMHSA) - Call 800-985-5990 (TTY 800-846-8517) to reach SAMHSA’s Disaster Distress Helpline or text TalkWithUs to 66746.

I’m a Veteran who has healthcare and/or benefit related concerns, but am not sure who to contact. Who can I call?
If you have severe or life-threatening symptoms, please call 911. If you are experiencing symptoms and are unsure if you are experiencing COVID-19 symptoms, review the CDC poster.

**Veteran Affairs** - If you are a U.S veteran with concerns regarding possibly having the Coronavirus, you can call 888-838-6446 to speak to a triage nurse regarding your symptoms. You can also visit [https://www.va.gov/find-locations](https://www.va.gov/find-locations) to find one of VA’s more than 2,000 health care, counseling, benefits, and cemeteries facilities, plus VA’s nationwide network of community health care providers.

If you are a Veteran in crisis or concerned about one, you can connect with VA’s caring, qualified responders for confidential help. Many of them are Veterans themselves.

- Call 800-273-8255 and press 1 (Call TTY if you have hearing loss 800-799-4889)
- Text 838255
- Start a confidential chat by visiting: [https://www.veteranscrisisline.net](https://www.veteranscrisisline.net)

NOTE: most healthcare facilities are not taking appointments. Call if previously scheduled an appointment.

**I can’t afford food or healthcare and need financial assistance. What resources are available?**

**Michigan Department of Health and Human Services (MDHHS)** - Need food, healthcare, etc. assistance, apply for benefits through the MiBridges Portal at [https://newmibridges.michigan.gov/](https://newmibridges.michigan.gov/) or call 888-544-8773. Income requirements have been lifted at this time.

For specific COVID-19 Emergency Response from MDHHS:

- Call the COVID-19 Hotline at 888-535-6136, seven days a week, 8am to 5pm.
- Email COVID19@michigan.gov 24/7. Emails will be answered seven days a week, 8am to 5pm.

**How can I apply for unemployment?**

**Michigan Unemployment Office** - Fastest method to apply for unemployment benefits is online at [www.michigan.gov.uia](http://www.michigan.gov.uia) or call 866-500-0017.

**I’m looking for low cost or free food meals. What options are available?**

*Food services are changing regularly, call ahead to double check hours.*

**Supper House** 231-830-9408
Temple Methodist Church
2500 Jefferson St, Muskegon Heights, MI 49444
Daily from 4-5:25pm, boxed lunches

**Christ the Rock Harvest Food Pantry** 213-893-8900
I need to go to the grocery store, but I’m worried about exposure due to being high risk. What should I do?

**SpartanNash** stores (D&W Fresh Market, Family Fare) are setting aside time for store guests most at risk of contracting the virus, including older adults, pregnant women & immunocompromised individuals every Tuesday/Thursday from 7-9am. Store hours vary by location.

**Walmart** stores have implemented new open hours from 7-8:30pm unless the store normally opens later. There is an hour-long senior shopping event every Tuesday for customers aged 60 and older that will start one hour before the store opens. Store hours vary by location.

**Meijer** stores have implemented new open hours from 8am-10pm. Stores and pharmacies will provide dedicated shopping times for senior citizens and customers with chronic health conditions on Tues/Thurs from 7-8am. Essential service workers and Meijer Team Members can shop on Mons/Weds from 7-8am.

I'm having trouble paying my bills because my income has been affected. What can I do?

**DTE** customers impacted by COVID-19 are encouraged to call 800-477-4747 to determine eligibility for payment assistance or visit [https://bit.ly/2TQoK0V](https://bit.ly/2TQoK0V).

**Consumers Energy** customers can call 800-477-5050 or visit [https://www.consumersenergy.com/company/media/news-and-information/emergency-response](https://www.consumersenergy.com/company/media/news-and-information/emergency-response) to address billing needs. Individuals already in the Winter Protection Program have their end date extended to May 3, 2020. Those who meet low-income standards are encouraged to call if they have questions about eligibility.

**Comcast/Xfinity** customers who have been impacted by quarantines or closures and need more time to pay their bill for Xfinity TV, Internet, Home or home phone services can chat with a representative at [https://www.xfinity.com/chat/](https://www.xfinity.com/chat/) or call 800-934-6489 to get your questions answered.

Prepared by the Dwelling Place Community Building and Engagement Staff.

Information is subject to change. Updated versions available on Fridays.
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